# SA5 Quality Improvement Committee Meeting

December 1, 2020

### Meeting Agenda

- Welcome and Introductions
- DMH and SA5 Updates
- Presentation: LACDMH Speakers Bureau
  Sandra Chang, PhD and Hyun Lee, PhD
- Quality Assurance
- Quality Improvement
- Next SA5 QIC Meeting February 23, 2021

#### **Quality Assurance**

- QA Bulletin, No. 20-04, Central Monthly QA/QI Meeting is Now Open to All Providers, August 19, 2020. <a href="https://tinyurl.com/QA-QI-Meeting-Invite">https://tinyurl.com/QA-QI-Meeting-Invite</a>
- QA Bulletin, NO. 20-05, New Requirements for ICC, IHBS, TBS and TFC Services, September 17, 2020 http://lacountymediahost.granicus.com/MediaPlayer.php?clip\_id=8584
- QA Bulletin, NO. 20-06, Targeted Case Management (TCM) Needs Evaluation, September 17, 2020 http://file.lacounty.gov/SDSInter/dmh/1079863\_TCMNeedsEvaluationIntro.pdf
- QA Bulletin, No. 20-07, Provider Application and Validation for Enrollment (PAVE) Portal and Medi-Cal RX Provider Web Portal Enrollment, October 22, 2020 <a href="https://www.dhcs.ca.gov/provgovpart/Pages/PAVE-101-Training-Slides.aspx">https://www.dhcs.ca.gov/provgovpart/Pages/PAVE-101-Training-Slides.aspx</a>
- Clinical Forms Bulletin, No. 20-04, September 17, 2020
- Training Updates
- Access to Care Monitoring/Access to Care/Network Adequacy/NAPPA

#### **Quality Improvement**

- Consumer Perception Survey No Fall 2020 CPS!
- ► External Quality Review (EQRO)
- ► Policy Updates
  https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=app.main&msg=#anchor3085

#### **Provider Check-Ins**

- Alcott Center
- Clare Matrix
- Didi Hirsch
- Edelman Adult
- Edelman Child
- Exceptional Children's Foundation
- Exodus Recovery
- Family Service of Santa Monica
- Homes for Life
- New Directions for Veterans

- PACS
- Providence St. John's
- SHARE!
- St. Joseph Center
- Step Up on Second
- The Help Group
- The People Concern
- UCLA Ties for Families
- Vista Del Mar

## Next SA5 QIC Meeting:

Tuesday, February 23, 2021 10:00 - 11:30 am

# LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH SA 5 Quality Improvement Committee Minutes

| Type of Meeting           | Quality Improvement Committee  | Date:       | December 1, 2020 |
|---------------------------|--|-------------|------------------|
| Place                     | DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066  | Start Time: | 10:00 AM         |
| Chair<br>Co-Chair         | Dara Vines, DMH  | End Time:   | 11:30 AM         |
| Members<br>Present        | Misty Aronoff, Step Up On Second  Dara Vines, DMH; Misty Aronoff, Step Up On Second; Jacquelyn Wilcoxen, DMH; Hyun Kyung Lee, DMH Cultural Competency Unit; Marc Borkheim, DMH QA; Jennifer Regan, DMH QI; Martha Andreani, Providence St. John's; Araceli Barajas, UCLA Ties for Families; Danielle Price, The Help Group; Eloisa Ramos Robles, Exceptional Children's Foundation; Caitlyn O'Hara, Alcott Center; Wendy Coloma, The People Concern; Claudia Angel, Exceptional Children's Foundation, Ashlei Sullivan, The People Concern; Kelly Delish, Family Service of Santa Monica / VDM; Stephanie Yamada, PACS; Michelle Matthews, Edelman (Adult); Claudia Morales, PACS; Stephen Ball, Clare Matrix; Cheryl Carrington, Vista Del Mar; Renee Lee, QA – Medi-Cal Certification; Lance Lenford, DMH; Mandy Sommers, St. Joseph Center; Enriqueta Allred, Didi Hirsch; Esther Lee, CMMD/DMH; Jorge Alfaro, Providence St. John's; Sara van Koningsveld, St. Joseph Center; Maureen Cyr, SA5 Home Team/DMH.  Patrice Grant, Edelman (Child); Sherry Nourian, Vista Del Mar; David Tavlin, Step Up On Second; Jeanine Caro-Delvaille, The Help Group; Filipo Forni, New Directions for Veterans; Anahita Saadatifaid, Homes for Life; Kristine Santoro, Didi Hirsch, Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Deborah Gibson, Homes for Life Foundation; Sara Nouri, Alcott Center; Kristi Rangel, Alcott Center; Aminah Ofumbi, Didi Hirsch; Camille Dennis, SHARE!; Gaby Cardenas, St. Joseph Center; Trish Burkett, Exodus Recovery; Nilsa Gallardo, Edelman – Adult; Dennis Gennis, Clare/Matrix; Theodore M. Cannady, DMH; Maria Tan, OASOC; Blair Ibarra, Exodus; Angeline Loch, The People Concern; Christina Tuman, Clare Matrix; Marina Eckhart, Didi Hirsch; Johanna Aguiluz, The People Concern; David Lee, DMH; Libby Hartigan, SHARE!; |             |                  |
| Excused/Absent<br>Members |  |             |                  |

| Agenda Item and Presenter     | Findings and Discussion  | Decisions/ and<br>Recommendation<br>Actions/Schedule<br>Task  | s Responsible/                 |  |
|-------------------------------|--|---|--------------------------------|--|
| Call to Order & Introductions | The meeting was called to order at 10:00 AM. The meeting was conducted via MS Teams and telephone due to the Covid-19 pandemic. Participants were asked to type their name and agency information in the meeting chat by way of indicating their attendance or to email the Chair if joining by telephone.   |   | Dara & Misty<br>QIC Membership |  |
| DMH Updates                   | Jacquie Wilcoxen wished SA QIC Members well and thanked them for continuing to deliver quality services to consumers during Covid-19. Most services are being delivered virtually, however outreach and FSP teams are still going out into the field to engage consumers. Jacquie has heard from some consumers who express that they are isolated and lonely and are often very appreciative when there is an opportunity for face-to-face contact. |   |                                |  |
|                               | DMH was considering doing some "drive by" (information and food giveaway) events during the holiday season, however the Board of Supervisors did not give approval due to the risks involved during the pandemic.  |   |                                |  |
|                               | At the request of SA5 QIC members, Jacquie reviewed CDC recommendations regarding universal precautions and use of PPE by staff administering injections or other medications during the pandemic. She referenced the "Guidelines of Universal Precautions and Use of PPE during Covid-19".  | "Guidelines of Universal Precautions and Use of PPE during Covid-19" document was emailed to providers following the meeting. |                                |  |

| Agenda Item and Presenter | Findings and Discussion  | Decisions/ and Recommendations Actions/Scheduled Task                | Person<br>Responsible/<br>Due Date |
|---------------------------|--|--|------------------------------------|
| Quality<br>Assurance      | <ul> <li>QA Bulletin No. 20-04, Central Monthly QA/QI Meeting is now Open to All Providers, August 19, 2020.         https://tinyurl.com/QA-QI-Meeting-Invite     </li> <li>SA5 QIC members were encouraged to identify a program manager and/or QA/QI representative to attend the Central Monthly QA/QI Meetings. The meetings are held on the 2<sup>nd</sup> Monday of the month from 10:00 am – 11:30 am via MS Teams Live Events.</li> </ul>  | QA Bulletin No. 20-40 was emailed to providers prior to the meeting. | Providers                          |
|                           | <ul> <li>QA Bulletin, No. 20-05, New Requirements for ICC, IHBS, TBS and TFC Services, September 17, 2020</li> <li>Dara reviewed Bulletin No. 20-05 which went into effect 10/1/20. All DMH DO and LE providers are expected to be able to provide Intensive Care Coordination (ICC) to eligible EPSDT clients. An ICC Eligibility Form should be completed prior to client treatment plans and anytime the plan is being considered for updates. Additionally, prior authorization will be required in order to provide Intensive Home Based Services (IHBS), Therapeutic Behavioral Services (TBS), and Therapeutic Foster Care (TFC). Providers should request preauthorization for IHBS, TBS and TFC Services using the appropriate supplemental assessment form. LEs will use Provider Connect to request preauthorizations whereas DOs will email requests to the Child Welfare Division.</li> </ul> | QA Bulletin No. 20-05 was emailed to providers prior to the meeting. | Providers                          |

| Agenda Item and Presenter | Findings and Discussion   | Decisions/ and<br>Recommendations<br>Actions/Scheduled<br>Task                            | Person<br>Responsible/<br>Due Date |
|---------------------------|---|---|------------------------------------|
| Quality<br>Assurance      | <ul> <li>Clinical Forms Bulletin No. 20-06, Targeted Case Management (TCM) Needs Evaluation, September 17, 2020</li> <li>Dara reviewed Bulletin No. 20-06. Effective 10/1/20, a needs evaluation must be completed upon determination of medical necessity (at initial assessment), annually for clients receiving Targeted Case Management (TCM) and when ancillary needs arise. The required forms by age group: 21+ Needs Evaluation Tool; 6-20 CANS IP; and, 0-5 CANS IP or CANS 0-5. DMH is allowing 3 months for implementation. Full implementation is expected by 1/1/21.</li> </ul>  | Clinical Forms Bulletin<br>No. 20-06 was emailed<br>to providers prior to the<br>meeting. | Providers                          |
|                           | <ul> <li>QA Bulletin, No. 20-07, Provider Application and Validation for Enrollment (PAVE) Portal and Medi-Cal RX Provider Web Portal Enrollment, October 22, 2020 <a href="https://www.dhcs.ca.gov/provgovpart/Pages/PAVE-101-Training-Slides.aspx">https://www.dhcs.ca.gov/provgovpart/Pages/PAVE-101-Training-Slides.aspx</a></li> <li>Dara reviewed Bulletin No. 20-07. With the implementation of the Federal Cures Act, certain licensed practitioners associated with MHPs (Mental Health Plans) must enroll in the FFS (Fee for Service) Medi-Cal program. The PAVE portal is a web-based application designed to simplify and accelerate the enrollment process. Eligible practitioners are listed in the Bulletin.</li> <li>On a separate by related requirement, Governor Newsome issued an executive order which states that the (continued)</li> </ul> | QA Bulletin No. 20-07 was emailed to providers prior to the meeting.                      | Providers                          |

| Agenda Item and Presenter | Findings and Discussion  | Decisions/ and Recommendations Actions/Scheduled Task                            | Person<br>Responsible/<br>Due Date |
|---------------------------|--|--|------------------------------------|
| Quality<br>Assurance      | Medi-Cal pharmacy benefit will now be administered through the Fee for Service delivery system, Medi-Cal RX. All prescribers must enroll in the Medi-Cal RX Provider Web portal to submit prior authorization treatment requests and view prescription histories. Prescribers should first enroll in PAVE. If possible, registration should be completed by 1/1/21.  |  |                                    |
|                           | <ul> <li>Clinical Forms Bulletin, No. 20-04, September 17, 2020 Misty reviewed Clinical Forms Bulletin No. 20-04, which includes: MH742 – Needs Evaluation Tool; MH743 – Intensive Care Coordination (ICC) Eligibility Form, MH744 – Supplemental IHBS Assessment; MH745 – Supplemental TFCS Assessment; and MH746-754 NOABD forms/letters. Reminder: Providers are to provide NOABD letters when specialty mental health services are being denied due to a lack of medical necessity or when a beneficiary is provided an "untimely" appointment. NOA-A and NOA-E forms are retired and should no longer be used.</li> </ul> | Clinical Forms Bulletin No. 20-04 was emailed to providers prior to the meeting. | Providers                          |
|                           | Documentation Trainings (DO and LE) <a href="https://dmh.lacounty.gov/qa/qa-training/">https://dmh.lacounty.gov/qa/qa-training/</a> The following trainings are in development:     1. Collaborative Documentation Training for LE     2. TCM and Rehab Module     3. Updated Assessment Module     4. Interactive Training Tools/Exercises  Marc Borkheim (QA Liaison) indicated that QA Knowledge Assessment Survey #3 will focus on Targeted Case Management and will be emailed to providers soon.   |  | Providers                          |

| Agenda Item and Presenter | Findings and Discussion   | Decisions/ and<br>Recommendations<br>Actions/Scheduled<br>Task | Person<br>Responsible/<br>Due Date  |
|---------------------------|---|--|-------------------------------------|
| Quality<br>Assurance      | <ul> <li>Access to Care Monitoring/Access to Care/Network Adequacy/NAPPA</li> <li>Misty reviewed recent updates including:         <ul> <li>Access to Care Monitoring – QA sent emails to providers who were below 80% compliance and are currently reviewing their Plans of Correction (POCs). Next quarter for review will be Aug/Sept.</li> <li>The Practitioner Registration and Maintenance (PRM) Application was moved into the Network Adequacy Application, which is now named NAPPA (Network Adequacy Provider and Practitioner Administration).</li> </ul> </li> <li>Please refer to Network Adequacy/Access to Care webinars for detailed information. Address questions/concerns about access to NAPPA and other related questions to NetworkAdequacy@dmh.lacount.gov.</li> </ul> |  | Providers                           |
| Quality<br>Improvement    | <ul> <li>(Presentation) Speakers Bureau: DMH's specialized communication, clinical and community intervention service.</li> <li>Dr. Lee introduced SA5 QIC members to the DMH Speakers Bureau Service, which began in May 2020 to serve the community during and beyond Covid-19. The purpose of the Bureau is to provide high quality clinical, culturally and linguistically appropriate solutions. Subject Matter Experts from DMH are available for public speaking, media, Town Hall and community meetings, and other public speaking interventions. <a href="https://dmh.lacounty.gov/resources/speakers-bureau/">https://dmh.lacounty.gov/resources/speakers-bureau/</a></li> </ul>   | 14   | Hyun Kyung<br>Lee, PhD<br>Providers |

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| Agenda Item and Presenter | Findings and Discussion  | Decisions/ and<br>Recommendations<br>Actions/Scheduled<br>Task | Person<br>Responsible<br>Due Date |
|---------------------------|--|--|-----------------------------------|
|                           | External Quality Review (EQRO) Dara thanked Dos and LEs for their participation in EQRO that took place in September. SA5 and SA2 were the service areas selected to be a focus of the review. Many SA5 QIC Members participated in the QI Leadership Focus Group. Verbal feedback from the reviewers immediately following the review was very positive. The reviewers praised the Department's pivot to serve clients during Covid-19, QI's and the Department's use of data, and the fact that clients and family members that participated in EQRO felt that they were receiving quality services. |  | Providers                         |
|                           | <ul> <li>Provider Check-Ins SA5 DO and LE Providers provided an update regarding their continued adjustment to providing telehealth and other mental health services during the COVID-19 pandemic.</li> <li>The next Service Area 5 Quality Improvement Committee Meeting will be held on February 23, 2021 via MS Teams. DO and LE Providers will continue to be invited to participate in the Monthly Countywide QA/QI Meeting.</li> </ul>   |  | Providers                         |

Respectfully Submitted,